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"To enrich lives through effective and caring service"

November 17, 2011

TO: Los Angeles County Commissioners

FROM: 
Nick Chico
Manager, ISD Parking Services

SUBJECT: **NEW COMMISSIONER CARD PARKING PERMIT PROCESS (REVISED)**

Effective December 1, 2011, the Music Center garage will deploy a new parking system to automate the collection of cash and enable payment by credit card. This system will also affect the way Commissioner Cards are honored at the garage.

Please take note of the new Commissioner Card process below:

- Commissioner will take a ticket from ticket dispenser at Grand Avenue entrance;
- Commissioner will take ticket to Music Center Parking Office (located at entrance to garage) at any time during their visit and present Commissioner Card/parking permit to staff for ticket validation. Convenient 15 minute parking spaces are available near the office if needed;
- Music Center Parking Office staff will record card information on log and validate Commissioner's parking ticket; and
- When ready to leave garage, Commissioner will drive to exit lane, insert ticket in exit machine to raise gate, and exit garage.

Thank you in advance for your cooperation as we modernize our parking equipment.

Please direct any questions regarding this process to ISD Parking Services at 213.974.9505 or Classic Parking at 213.687.4484.

NC:mat

GUEST PARKING PROCEDURES

Effective Thursday, December 1, 2011, the following will be the new process for Lot 14 (Music Center) guests parking:

- Guests will arrive at Lot 14 and pull a ticket from the entry lane dispenser. Guests will park and take the ticket with them.
- Guests will go to the Music Center garage business office located on level P-2 (entrance level) to obtain a parking validation ticket from the parking operator, Classic Parking (upon arrival or return to garage) who will verify that the name is on the guest parking list.
- When the Guest is ready to leave the parking facility, he/she will take an entry ticket and validation ticket to the Automated Pay Machine (APM) located on garage levels P-2 and P-4 before returning to their car.
- The Guest will insert the entry ticket followed by the validation ticket into the APM to obtain an exit ticket.
- Guest will then go to the exit lane within 15 minutes with validated exit ticket, inserting the ticket into the exit machine to exit the garage.

If you have any questions regarding the above process, please contact the Customer Service Center at 213 974-1411.